

SCFS Frequently Asked Questions

SOUTH COAST FOOD SHARE

SCFS FAQ SHEET

UPDATED 10/22/2020

ABOUT OUR WORK

Q. What is South Coast Food Share (SCFS)? *SCFS opened its doors in 1965. The SCFS is the Coos and Curry counties largest, public, nonprofit food and nutrition resource. Each year we distribute millions of pounds of food through our network of Partner Agencies and Supplemental Programs, including fresh produce. SCFS is a member of Feeding America (Formally America's Second Harvest) the national network of food banks and an independent 501 (c)(3) organization.*

Q. Where is SCFS located? *The main office and warehouse are located on the Oregon Coast Community Action campus, 255 LaClair St, in Coos Bay, Oregon. This location accepts food, non-food, and fiscal donations but it is not an emergency pantry that is able to serve clientele.*

Q. How does SCFS help those who are hungry in Coos and Curry counties? *SCFS provides food, nutrition and educational resources to over 50 Partners and Programs that serve Coos and Curry County.*

Q. Where does the food come from? *Of the total food distributed, about 10% comes from community food drives. Other donations come from wholesalers; producers; farmers; and food brokers. We also receive food from the Oregon Food Bank which distributes food obtained through national solicitation to local food banks. Food banks that receive donations through Feeding America have applied for a membership and have met national food safety and operational standards.*

Q. Can the hungry get food directly from SCFS? *No. The food is collected, stored and repackaged at the warehouse and then distributed to Partner Agencies that are also 501 (c)(3) non-profit organizations. These nonprofit community programs then either prepare the food and serve it as meals or distribute food boxes to those in need. If you or someone you know needs emergency food assistance call our office at 541-435-7754.*

Q. Is the food safe? *SCFS has required safe food handling courses for its employees and volunteers. Partner Agencies are inspected periodically by the USDA, and the Department of Health, as well as a yearly inspection from our Food Safety and Civil Rights Compliance Officer.*

Q. What is the difference between a food bank, a food pantry and an emergency meal site?

Food Bank: *solicits, collects, stores, repackages, and distributes large quantities of food to direct food service programs.*

SCFS is a food network and a member of Feeding America, the national network of Food Banks.

Food Pantry: *provides food directly to those in need who many have a place to live, but not enough to eat. Food Pantries are an important source of emergency food for the working poor.*

Emergency Meal Site: *prepares food provided by the Food Bank into the hot, nutritious meals for those in need. For many people, emergency meal sites provide their only hot meal of the day.*

Q. What is Fresh Alliance? *Fresh Alliance is a program of Oregon Food Bank and SCFS that delivers surplus prepared and perishable foods from stores directly to agencies that provide emergency food boxes and emergency meals. This program does not distribute food directly to clients.*

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Q. What are the advantages to agencies that receive food from SCFS? *The food bank performs many functions that small agencies could not. For instance, the food bank:*

- a. Solicits food from national, regional and local sources, which allows agencies to select from a wide variety of food. This helps them to provide nutritionally balanced supplies of food to those in need.*
- b. Assists with large food drives.*
- c. Provides national, regional and local transportation as well as warehouse and refrigeration space.*
- d. Supplies warehouse and office staff, quality control checks and volunteers.*
- e. Assists with fund-raising and writes grants.*
- f. Conducts public relations and marketing campaigns.*
- g. Provides training and technical assistance to volunteers.*

Q. What services can the SCFS offer to their food donors? *The Oregon Food Bank, of which SCFS is a member of, is fully certified by Feeding America's national food bank network. As part of this certification process, the food bank undergoes regular inspections by professional sanitation engineers from the food industry who volunteer their services. These specialists help keep the food bank in compliance with federal, state and industry guidelines for inventory control, best practices and sanitation. In addition to this technical assistance from the food industry, trained professionals from Feeding America conduct compliance evaluations every two years. This compliance function is augmented in certified affiliate food banks by periodic inspections by other entities appropriate to food warehouses, e.g. health and fire departments and appropriate state and local agencies. These regular compliance inspections ensure the integrity of the food and that all products and merchandise are protected from weather, pests, inventory theft, and illegal sales.*

- a. Weather – Certified affiliates of Feeding America meet standards for physical plant maintenance. Interior temperatures are controlled for optimal food storage conditions.*
- b. Pests – Certified food banks comply with proper sanitation and food storage procedures, and are monitored regularly by experts in quality and pest control.*
- c. Theft – Professional inventory control procedures are part of the standard operation procedures at the food bank. Staff members are professionally trained in proper handling of inventories. In addition, exact recordkeeping systems are required for all Feeding America Food Banks.*
- d. Illegal Resale – Certified food banks monitor product distribution closely. Agencies may order only the appropriate amounts necessary to supply the needs of their specific programs and are required to maintain records pertaining to distribution for the most recent three years. Agencies and the food bank sign a contract that describes their joint responsibilities in this area. At the request of a donor, all distributions can be traced and recalled if necessary. This system helps ensure accountability of product use, thereby preventing product resale problems.*

Q. Who owns the food received from the Oregon Food Bank? *Though agencies pay handling fees to the food bank to help offset costs, these fees do not give ownership of the food received to the food bank or the agencies. The food bank and its member agencies are the "pipeline" to get the food from donors to the needy. Neither the food bank nor the agencies ever own the donated food even though both have it in their possession. The food is "owned" by the end users: hungry Oregonians. Consequently, neither the food bank nor the agency is allowed to sell or trade the food.*

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Q. What are handling fees or share costs? *The Food Bank does not charge its member agencies for food. Rather, the agencies contribute handling fees to help partially offset the cost of the Food Bank's services. The function of handling fees is to allow the Food Bank and the agency to share the cost to obtain food, transport it to one of our warehouses and get food to the people who need it, when they need it, and where they need it.*

Q. Why are handling fees necessary? *The continual maintenance of a professional-quality food distribution organization costs money. Handling fees help to defray a portion of these costs, such as fuel and vehicle maintenance. Many services are donated, but it is not possible to procure underwriting for all costs associated with the distribution of 1.7 million pounds of food to our network of partner agencies throughout Coos and Curry County.*

Q. What do handling fees cover? *SCFS maintains a warehouse in Coos Bay with a total capacity of more than 8,000 square feet which has both frozen and dry storage to respond to local demands. The site has rent payments, utility, and maintenance costs (including upkeep on the coolers and freezers), staff and equipment, and transportation costs, and our own refrigerated trucks that distribute product from the Fresh Alliance program. Handling fees pay a portion of these operating expenses. The remainder of the operational expenses is supported by donations from corporate and foundation grants, special events, individual contributions, and other sources. SCFS relies heavily on donations, grants and volunteers to assist with every aspect of operations as federal dollars make up less than 1% of our annual funding.*

ABOUT HUNGER

Q. What is food insecurity? *Food insecurity is limited or uncertain availability of nutritionally adequate and safe foods or limited or uncertain ability to acquire acceptable foods in socially acceptable ways. It is when people do not know where their next meal is coming from. There are various levels of food insecurity and this measurement is a better understanding of how many people are hungry and at risk of experiencing hunger in the U.S. Hunger is often a related affect of poverty.*

(Definitions are from the Life Sciences Research Office, S.A. Andersen, ed., "Core Indicators of Nutritional State for Difficult to Sample Populations," The Journal of Nutrition 120:1557S-1600S, 1990.)

Q. Why do people need to depend on food assistance? *Food Bank clients need food assistance for one basic reason – intractable poverty. Many low-income people simply do not have enough income to cover their most basic needs: food, shelter, clothing, healthcare, transportation and childcare.*

Q. How does SCFS define poverty? *SCFS defines poverty based upon 300% of the federal poverty guidelines. This means that a household may earn up to 300% of the U.S. governments standard of poverty and still be considered "in poverty". This measure is utilized to determine eligibility for many government programs. Poverty and hunger are directly related. Those who live in poverty are at an increased risk of or suffering from hunger.*

The official federal poverty level for a family of four is an annual household income of \$25,750 (except Alaska and Hawaii). 185% of poverty for a family of four is \$478,600, which is still not enough for life's basic necessities.

Q. Why are so many people hungry? *There are many reasons that people find themselves at risk of hunger. In recent years the economy has taken its toll on the working poor—those with low-paying jobs as well as the unemployed. In the SCFS area housing costs are soaring and low-income housing is difficult to find. Utility, transportation and health care costs also continue to increase, leaving little room in household budgets for food.*

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Q. How does SCFS fight hunger? *SCFS partners with direct service agencies and distribution sites, which provide a wide network of food distribution services throughout Coos and Curry counties. Food collected during food drives, as well as donations from manufacturers; retailers; wholesalers; restaurants; caterers; and individuals, is sorted and packed for distribution by volunteers and staff. SCFS provides an alternative to waste by reclaiming, safely sorting, and distributing a variety of food products.*

Q- What documentation do I need to get food?

To receive a food box, you are not required to show ID; social security number, income verification or proof of citizenship.

You will be asked to sign in with your name and address. You'll also be asked to sign something saying you meet the income requirements. Some of our partner agencies participate in the Link2Feed data collection service, which asks many questions about your situation, but are entirely optional to give. This data only helps us to write Grants for streams of funding to keep our food distribution at maximum capacity.

Q- I am interested in donating to the SCFS. What does my financial donation cover?

Financial donations to the South Coast Food Share support our hunger relief efforts 100%. Donations support the purchase of food; Costs of our operations to receive, store and distribute food; Costs to ensure food safety; and general overhead to run the facility.

I have food/financial donations for you, how do I get them to you?

You can bring your donation to the SCFS office, located at
PLEASE CALL AHEAD TO ARRANGE DONATION

*225 La Clair St,
Coos Bay, OR. 97420*

You can mail your donation to our Administrative offices at

*ATTN: SCFS
1855 Thomas Ave,
Coos Bay, OR. 97420*

Or you can donate online at www.orcca.us

Click the "Donate" button and be sure to select South Coast Food Share from the drop down.

If special arrangements need to be made please contact our warehouse office at 541-435-7754

Q- I am interested in hosting a Food Drive and/or Fundraiser. How can I do this?

Thank you for your interest in helping support our belief that no one should be hungry! No matter if your supporting through donations of food, money or time, we value all your efforts! Please contact the SCFS Program and Operations Director to learn more about Support Events.

Please keep in mind the following while planning a support event:

- *SCFS has Barrels for Food Drives*
- *ORCCA/SCFS can assist in the success of your Support event through Social Media*
- *SCFS has the ability to stretch our dollars further when purchasing food than the general public does. This is due to our procurement streams and lack of retail markup that we encounter*

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Q- How Can I Volunteer:

SCFS has various areas in which to volunteer

1. *Warehouse support*
2. *Dry Food Sorting*
3. *Janitorial*
4. *Property maintenance*
5. *Produce and cold storage culling*

PLEASE NOTE: VOLUNTEER OPPORTUNITIES ARE CURRENTLY LIMITED BECAUSE OF COVID-19

For any questions not outlined in this FAQ please email
SouthCoastFoodShare@orcca.us or contact our office @ 541-435-7754

